

<p style="text-align: center;">Department of Administrative Services Division of Fleet Operations Policies and Procedures</p>	<p>Effective Date: 00/00/2003 Revision Date: 05/01/03</p>
<p>Subject: Motor Pool Location Operations</p>	

A. Purpose

- 1) To establish guidelines in accordance to with Administrative Rule R27-3-10 to be followed by Division of Fleet Operations (DFO) personnel and other Motor Pool Coordinators when providing the day-to-day operations of the various Motor Pool locations.

B. Policy

- 1) All Motor Pool locations will be operated in a uniform manner. Motor Pool customers shall follow the same DFO procedures each time a vehicle is leased from a Motor Pool location regardless of which pool location the vehicle has been reserved.
- 2) All Motor Pool Coordinators shall follow the same daily, weekly, monthly and yearly procedures.

C. Procedures

1) Daily Procedures

- (a) Motor Pool Coordinators shall make vehicle reservations for customers. Insure customer's Operator ID has a DASid and contact telephone number listed on the ACCOUNT ID tab of the reservations system for proper billing. If a DASid is not listed, the Motor Pool Coordinator shall inform the customer that this information must be provided prior to making a vehicle reservation.
- (b) Motor Pool Coordinators shall create and print a vehicle rental report daily to verify number of reservations to be dispatched and vehicle type needed. Assign a vehicle to each reservation to confirm the correct number of vehicles are available.
 - i) In the event that there are not enough vehicles to cover the reservations, contact other Motor Pool Coordinators in an effort to utilize any vehicles not in use at their locations.
 - ii) In the event that there are no vehicles available at other Motor Pool locations, contact the Support Services Coordinator to arrange an outsource vehicle rental.
- (c) Motor Pool Coordinators shall dispatch and return vehicle reservations at the time they occur.

- (d) Motor Pool Coordinators shall verify that the customer has a valid drivers license on their person prior to dispatching any vehicle reservation.
- (e) Motor Pool Coordinators shall inform customers of the vehicle return policies and procedures.
- (f) All customers shall complete and sign an MP-98 form prior to the vehicle being released.
- (g) Check vehicles for cleanliness and damage. Do any light cleaning needed between reservations. Charge any extra costs, due to damage or excessive cleaning, to the reservation total of the customer who caused the damage.
- (h) Customer's department/agency shall be billed for any repair costs associated with damage to a motor pool vehicle while in their possession. Customers shall complete an accident/incident report form when a vehicle has been damaged during the time the motor pool vehicle was in the customer's possession. In the event that damage is found on a motor pool vehicle, and it is unknown who had possession of a vehicle at the time of damage, the Motor Pool Coordinator shall complete the accident/incident form.

2) Weekly Procedures

- (a) The Support Services Coordinator shall provide each Motor Pool Coordinator with a reservation "NO-SHOW" status report. The Motor Pool Coordinator shall contact the Support Services Coordinator with any valid "NO-SHOW" reservation numbers to insure it is removed from the billing deletion list.
- (b) The Support Services Coordinator shall provide each Motor Pool Coordinator with a reservation "LATE" status report. The Motor Pool Coordinator shall contact any customers with a reservation in "LATE" status.
- (c) Each Motor Pool Coordinator shall compile a list of vehicles that need attention from the vendors who supply DFO with mobile vehicle services. The list shall be completed and sent via email to the vendor and the Support Services Coordinator no later than 4:00 p.m. the afternoon prior to the pool's scheduled service date. Include the license plate number of each vehicle, and the services required in the email.
- (d) DFO Service Workers will spend part of one-day per-week at each Motor Pool location. Motor Pool Coordinators shall compile a list of duties for the Service Workers to complete during the day and time assigned to the location. If there is no work available for the Service Workers, the Motor Pool Coordinator shall contact the Support Services Coordinator no later than 2:00 p.m. the afternoon prior to the pool's scheduled day.
 - i) Motor Pool Coordinators shall create reservations under the Operator ID FOSHOP when scheduling a vehicle for service or repair. This will be done in order to track mileage and to insure the reservations system keeps proper vehicle inventory at the Motor Pool locations. When the vehicle is returned from being repaired, the reservation charges shall be removed from the reservation.

- ii) Motor Pool Coordinators shall create reservations under the Operator ID FOTRANS when transporting a vehicle to and from a different Motor Pool location, or when turning in a vehicle at the end of its scheduled lifecycle. This will be done in order to track mileage and to insure the reservations system keeps proper vehicle inventory at the Motor Pool locations. When the vehicle arrives at the scheduled destination, the reservation should be returned and charges shall be removed from the reservation. A new FOTRANS reservation shall be created to return the vehicle to its original Motor Pool location.

3) Monthly Procedures

- (a) The Support Services Coordinator shall provide a Month-End Report to all Motor Pool Coordinators on the week prior to the month's end. The report shall contain information regarding reservations that could potentially cause problems with the DFO billing system. All problems need to be corrected in the reservations module prior to last day of the month. The report shall contain information on the following issues:
 - i) Non-State DASid correction
 - ii) FOSHOP/FOTRANS billing correction
 - iii) "NO-SHOW" validation
- (b) Other information contained in the report is added for the Motor Pool Coordinator's information, which includes the following:
 - i) Vehicles currently dispatched in "FOSHOP" reservations
 - ii) Vehicle inventory status
 - iii) Outsource vehicle rental reservations count
- (c) Return all month-to-month reservations for monthly billing. Dispatch the corresponding reservation to begin charges for following month.
- (d) Each vehicle assigned to a Motor Pool location shall have the inside and outside of the vehicle washed and all of the vital fluids checked a minimum of once per-month. Motor Pool Coordinator shall keep an accurate record of these services to insure that each vehicle is receiving the proper maintenance.

4) Yearly Procedures

- (a) Arrange for each vehicle to have State Emissions and Safety Inspections completed within expected time frame. Forward certificates to DFO licensing personnel and report completion to Support Services Coordinator.
- (b) Follow Preventive Maintenance (PM) schedule on each Motor Pool vehicle. PM schedule is described in a PM coupon book provided by DFO. The coupon book shall be kept in the vehicle's glove box.